

Subject: Re: North Figueroa Association insurance
From: Katherine Berkman <kberkman@calrob.com>
Date: 03/06/2015 12:07 PM
To: Mistyli <mistyli@aol.com>, eugene.vancise@lacity.org, jacquelyn.hoard@lacity.org

Please find a paper ACORD certificate for my client confirming the 2014/2015 policy data.....I spent over 1/2 hour with Jackie on Wednesday (3/4/2015) and after checking my Internet Explorer (#9) and my Adobe Reader (XI), she could not determine why the system would not let me access the ACORD form....I can get all the way to the download form section at which point I get an error message that says the system will not support my request. I don't know what else to do but I had several other folks in my office try to input this and they received the exact same error message. Jackie suggested I e-mail the needed certificate to you and explain the problem so that is what I am doing.

Katherine Berkman
Calender-Robinson Co.

On Wed, Mar 4, 2015 at 7:17 AM, Katherine Berkman <kberkman@calrob.com> wrote:

I think it fixed itself when she ran me through the paces....let's see if you get your money.

Kathy B.

On Tue, Mar 3, 2015 at 5:32 PM, Mistyli <mistyli@aol.com> wrote:
So what did they say they were going to do to fix this situation?

Misty Iwatsu
Executive Director,
North Figueroa Assoc and
Lincoln Heights Benefit Assn of LA

On Mar 3, 2015, at 4:17 PM, Katherine Berkman <kberkman@calrob.com> wrote:

Misty.....It wouldn't work while I was on the phone with this lady for almost 40 minutes but when I just went in again, I think it worked! Let me know if you get an e-mail with an acceptance from the City of LA.

Kathy B.

On Tue, Mar 3, 2015 at 1:24 PM, Misty Iwatsu <mistyli@aol.com> wrote:
and it goes on..... Sorry but can you call them.

Misty Iwatsu, Executive Director
North Figueroa Association
Lincoln Heights Benefit Assoc. of L.A.
[323 255-5030](tel:323-255-5030) Highland Park
[323 359-3944](tel:323-359-3944) Lincoln Heights
fax [323 257-1036](tel:323-257-1036), oldla.org

Confidentiality Notice: The information contained in this email is confidential information intended for the use of the individual(s) named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify the sender. Thank you.

-----Original Message-----

From: Ellen Yuan <ellen.yuan@lacity.org>
To: Van Cise, Eugene <eugene.vancise@lacity.org>; Misty Iwatsu <mistyli@aol.com>
Sent: Tue, Mar 3, 2015 1:22 pm
Subject: Fwd: North Figueroa Association insurance

I try forward the ACCORD certificate to CAO office for approval but an email reply with the following.

Please see attach and have the insurance agent contact them.

----- Forwarded message -----

From: **CAO InsBonds** <cao.insurance.bonds@lacity.org>
Date: Tue, Mar 3, 2015 at 11:48 AM
Subject: Re: Insurance for approval
To: Ellen Yuan <ellen.yuan@lacity.org>

Please have them contact our office. We need to know what type of technical issues they are having and would like to help them resolve them. Please see instructions attached.

Thank You! Have a*~)

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(. * (. * ~ **Wonderful Day**

Jacquelyn Hoard

City Administrative Office, Risk Mgt., Insurance & Bonds

200 N. Main St., Rm. 1240

Los Angeles, CA 90012

Direct Line: 213-978-7666

Main Line: 213-978-7475

Email: Jacquelyn.Hoard@lacity.org

Web page: <http://cao.lacity.org/risk/index.htm>

Join the Community...

<http://www.selfservicegov.com>

Insurance Submission Exceptions: Direct-written Insurance certificates, letters of self-insurance or other evidence of insurance documents NOT utilizing the ACORD certificate through Track4LA® as determined and verified by City staff must be submitted to the City of Los Angeles, CAO Risk Management Insurance & Bonds Section, via email no later than 4:00 pm (Monday through Friday) to allow for same day acceptance. Please note that the City requires use of the Track4LA® system, which accepts and automatically approves insurance certificates 24 hours a day, 7 days a week through a secure electronic process and is the most efficient way of submitting insurance certificates and receiving instant approvals.

On Tue, Mar 3, 2015 at 10:27 AM, Ellen Yuan <ellen.yuan@lacity.org> wrote:

Good morning,

Attach please find the ACCORD certificate for North Figueroa Association. Insurance agent claim that they are not able to upload to TRACK4LA due to some technical issues. Please review and approve document.

Thank you.

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Ellen Yuan
Neighborhood and BID Division
Office of the City Clerk

—Attachments:—

C923114.pdf

993 KB